

**ABSTRACT OF THE DISCLOSURE**

A system and method for determining a cause of a network problem between a first endpoint and a second endpoint, is disclosed. Generally, a first computer is utilized comprising a transceiver, software stored within the first computer defining functions to be performed, and a processor configured by the software to perform the steps of:

5 associating a received error message with an error identification number; and associating the error identification number with a root cause proximity value, wherein the root cause proximity value represents a relationship between the received error message and an actual cause of the network problem.

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